

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 110

Office of Administrative Hearings

Mission

To hold fair and independent hearings for the public and for government agencies and to issue sound and timely decisions

Goal To conduct high quality hearings and issue sound decisions

Performance Measure Percentage of randomly selected cases meeting or exceeding U.S. Department of Labor quality standards for unemployment insurance benefits hearings and decisions

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	90%	90%	90%	90%	90%	90%	90%	90%
Actual	95%	95%	95%	85%	90%	90%	75%	95%
Date Measured	10/15/1999							

Performance Measure Percentage of randomly selected cases meeting or exceeding OAH quality standards for other caseloads (excluding unemployment insurance benefits cases)

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	80%	80%	80%	80%	80%	80%	80%	80%
Actual	95%	100%	95%	95%	100%	95%	100%	94%
Date Measured	10/15/1999							

Performance Measure Percentage of customers giving positive satisfaction ratings in response to hearings survey

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	80%							
Actual	82%					81%		
Date Measured	8/1/1999							

Goal To provide timely hearings and decisions

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Performance Measure Percentage of all cases completed within 90 days of the date the appeal was filed

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	80%	80%	80%	80%	80%	80%	80%	80%
Actual	80%	81%	82%	83%	83%	83%	81%	80%
Date Measured	10/15/1999							

Performance Measure Percentage of unemployment insurance benefits cases completed within 30 days of the date the appeal was filed

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	60%	60%	60%	60%	60%	60%	60%	60%
Actual	68%	67%	64%	68%	70%	67%	57%	56%
Date Measured	10/15/1999							

Performance Measure Percentage of unemployment insurance benefits cases completed within 45 days of the date the appeal was filed

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	80%	80%	80%	80%	80%	80%	80%	80%
Actual	85%	87%	84%	87%	86%	86%	84%	84%
Date Measured	10/15/1999							

Performance Measure Percentage of other cases (excluding unemployment insurance benefits cases) completed within applicable timelines

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	80%	80%	80%	80%	80%	80%	80%	80%
Actual	92%	94%	93%	95%	94%	95%	94%	94%
Date Measured	10/15/1999							